CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: FN0079			
Classification Specification: Financial Services Supervisor			
Salary Range: AF32			
Position Description: Customer Services Supervisor			
Incumbent:			
Location: Finance – Customer Services			

GENERAL PURPOSE:

Under the direction of the Customer Services Manager, perform a full range of technical and analytical duties related to utility billing and customer service areas; supervise, evaluate, plan, assign and schedule Customer Service and Utility Billing staff; ensuring that utility billing, cashiering/receipting for utility billing, special assessments, gambling, business licenses, returned checks, and other site deposits are processed in accordance with internal controls.

Work is characterized by professional level supervisory duties associated with the utility billing and customer service areas.

Work is performed independently under minimal supervision. Work flow is coordinated with the Customer Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervise, counsel, train and evaluate assigned staff; review work, provide work direction and guidance to staff; establish work performance standards; conduct performance evaluations; initiate and implement disciplinary actions; participate in the resolution of grievances.

Act a liaison with City Information Services Department and Idaho Computer Services staff regarding Utility Billing system development and program implementation.

Communicate with department personnel, customers, and other government agencies regarding billing and collection procedures, problems, and complaints while providing timely and accurate billing statements.

Review subsidiary ledgers, ensuring accounts are reconciled; identify out of balance conditions and take appropriate action.

Oversee and contribute to the resolution of data processing and programming problems by coordinating activities for Utility Billing, Cashiering, Licensing systems by initiating controls, procedural changes due to new or revised operational processes.

Ensure a well organized and streamlined staff in providing Utility Billing, Cashiering, Licensing, Customer Service in a cost effective manner.

Prepare studies, reports and correspondence, compile information for departmental statistical, financial and analytical reports and presentations to management.

Coordinate activities with other City departments, and public and private agencies as required.

Write, direct and implement policies, evaluating their efficiency and effectiveness.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES AND RESPONSIBILITIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of supervision and training.

Quality customer service principles and techniques.

Principles and practices of accounting, cashiering and general recordkeeping. Modern office practices, procedures and equipment including personal computers related software such as word processing and spreadsheets programs.

Procedures, policies, rules and practices affecting the development, maintenance and control of utility billing.

Applicable states laws, City of Kent codes, ordinances, City and department policies and procedures.

Office practices, procedures and equipment.

Correct English usage, grammar, spelling, punctuation and vocabulary.

City organization, operations policies and objectives.

State and local laws, ordinances, policies and regulations governing municipal account procedures.

Budget development and preparation.

SKILLED IN:

Organizing, analyzing and coordinating work flow.

Evaluating and proposing improvements in operations, systems and procedures, policies, methods and ordinances.

Technical aspects of field of speciality.

Financial recordkeeping including computerized accounting systems.

Effectively dealing with the public in sometimes hostile situations, resolving issues and representing City policies.

Telephone techniques and etiquette.

Interpersonal relations using tact, patience and courtesy.

Oral and written communications.

Research and analytical methods.

Computer billing systems.

Preparing clear and accurate records and reports.

Processing payments according to established guidelines and procedures.

Auditing and analyzing accounting data.

Performing mathematical calculations.

Establishing and maintaining cooperative and effective working relationships with others.

Meeting schedules and time lines.

Operating a personal computer and related software.

Analyzing situations accurately and adopting an effective course of action.

ABILITY TO:

Operate a variety of office equipment such as cash register, calculator, personal computer, copier and dispatch radio.

Read, interpret, apply and explain codes, rules, regulations, policies and procedures.

Plan and organize work.

Use interpersonal skills effectively in a tactful, patient and courteous manner.

Add, subtract, multiply, divide; compute fractions, ratios, percentages,

proportions; and apply these concepts to practical situations.

Compose, proofread and edit general correspondence and reports including letters, memoranda, etc.

Work independently with minimal direction.

Effectively present information and respond to questions from coworkers, and the general public.

Understand and follow oral and written directions.

MACHINES, TOOLS AND EQUIPMENT USED:

Typical office machinery and equipment including but not limited to personal computer including spreadsheet, word processing software and computerized billing systems, printers, telephone, fax and copy machine, calculator, cash register, and typewriter.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; talk and hear. The employee frequently is required to stand and reach with hands and arms. The employee is occasionally required to walk and climb or balance. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

EDUCATION AND EXPERIENCE:

Two years of college level course work in business, accounting, finance or related field and three years of increasingly responsible experience in customer services experience including one year lead and/or supervisory experience. Computer experience with mainframes, personal computers including spreadsheet and word processing software and computerized billing systems preferred; or any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties listed above.

LICENSES AND OTHER REQUIREMENTS:

None.

WORKING CONDITIONS:

Work is performed in an office environment subject to interruptions by telephone calls, employees and inter-office activities; may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate.

Position Description: Financial Services Supervisor			
SIGNATU	RES:		
Incumben	t's Signature Date	Supervisor's Signature Date	_
Approval:			
Departme	nt Director/Designee Date	Employee Services Director/Designee	Date
** Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.		

Revised 3/4/97